

Program B: Claims

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

DEPARTMENT ID: 01 Executive Department
 AGENCY ID: 01-130 Department of Veterans Affairs
 PROGRAM ID: Program B: Claims

1. (KEY) To reach and maintain a 65% approval ratio and to process a minimum of 39,000 claims per year.

Strategic Link: This operational objective relates to strategic plan objective I.1: Identify available continuing educational programs offered by the State and other beneficial specialized training programs.
 Objective II.1: To achieve higher levels of citizen satisfaction by delivering quality, timely, and responsive representation resulting from the ability to readily access claimant information.

Louisiana: Vision 2020 Link: This operational objective relates to Louisiana Vision 2020, Objective 1.8, "To improve the efficiency and accountability of governmental agencies."

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
299	K	Percentage of claims approved	60%	69%	65%	65%	65%	65%
297	K	Number of claims processed	34,320	46,646	39,000	39,000	39,000	39,000
11462	K	Average state cost per claim processed ¹	\$11.09	\$7.63	\$9.23	\$9.23	\$10.19	\$9.43
298	S	Average cash amount per claim	\$12,401	\$10,602	\$11,320	\$11,320	\$11,320	\$11,320

¹ Average state cost per claim processed is calculated by dividing number of claims processed into state general fund dollars budgeted.

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GENERAL PERFORMANCE INFORMATION:						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
299	Percentage of claims approved	43%	54%	60%	68%	69%
297	Number of claims processed	33,618	32,527	33,764	39,931	46,646
11462	Average state cost per claim processed	\$8.62	\$10.58	\$10.48	\$9.40	\$7.63
298	Average cash amount per claim	\$12,273	\$12,506	\$12,605	\$11,339	\$10,602